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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/718,385	11/24/2000	Bengt Engstrom	024944-123	3753
21839	7590	12/08/2003	EXAMINER	
BURNS DOANE SWECKER & MATHIS L L P POST OFFICE BOX 1404 ALEXANDRIA, VA 22313-1404			NGUYEN, CAO H	
			ART UNIT	PAPER NUMBER
			2173	
DATE MAILED: 12/08/2003				

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/718,385

Applicant(s)

Engstrom et al.

Examiner

Cao (Kevin) Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136 (a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on Sep 12, 2003

2a) This action is FINAL. 2b) This action is non-final *and*

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-37 is/are pending in the application.

4a) Of the above, claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-37 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claims _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some* c) None of:

1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

*See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

a) The translation of the foreign language provisional application has been received.

15) Acknowledgement is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) Notice of References Cited (PTO-892)

2) Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____

4) Interview Summary (PTO-413) Paper No(s). _____

5) Notice of Informal Patent Application (PTO-152)

6) Other: _____

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DETAILED ACTION

Claim Rejections - 35 USC § 102

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371C of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999

(AIPA) do not apply to the examination of this application as the application being examined was not (1) filed on or after November 29, 2000, or (2) voluntarily published under 35 U.S.C. 122(b).

Therefore, this application is examined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

1. Claims 1-10, 12-26 are rejected under 35 U.S.C. 102(e) as being anticipated by Cohen et al. (US Patent No. 6,507,352).

Regarding claims 1 and 3, Cohen discloses a support information communication system for transferring requests for information support regarding at least one of a plurality of activities including mounting, dismounting and servicing a bearing or seal, and for transferring the information support [..product demonstration retail function, and assisted retail functions.. see col. 5, lines 48-67 and figure 2], comprising an information terminal and an information support computer, the information support computer being adapted to: receive an information support request via a communication network from an information terminal, the request being related to

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detailed support information for performing one of the activities [...in response to a customer entering an information query into the retail terminal, in order to retrieve information; see col. 6, lines 13-67]; process the information support request and provide support information in relation to the request; and transmit the support information via the communication network to the information terminal [the result of the request may then be displayed visually with display monitor; see col. 8, lines 37-61]; the information terminal being adapted to receive information support from the information support computer via the communication network after transmitting an information support request from the information terminal (see col. 8, lines 63-67 and col. 9, lines 1-8).

Regarding claim 2, Cohen discloses wherein the information terminal and the information support computer are remotely arranged in relation to each other (see col. 9, lines 29-38).

Regarding claim 4, Cohen discloses the information support computer according to Claim 3, wherein the support information is provided in a single information support transmission in response to a request comprising a set of data relating to the information (see col. 11, lines 1-67).

Regarding claim 5, Cohen discloses wherein the support information is provided sequentially and transmitted in several information support transmissions to an information terminal (see figure 40).

Regarding claim 6, Cohen discloses wherein the transmitted support information presents opportunities of requesting further information support (see col. 30, lines 19-50).

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Regarding claims 7-10, Cohen discloses in which the support information comprises the following three categories of information: precautions, activity procedures and recommended tools (see col. 28, lines 7-63 and figures 38-39).

Regarding claim 12, Cohen discloses allows users to choose a language for the support information from a predetermined set of languages (see col. 32, lines 15-41).

As claims 13-26 are analyzed as previously discussed with respect to claims 1-10 above.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 11 and 27-37 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cohen in view of Koyo Corporation of USA September, 1999.

Regarding claim 11, Cohen fails to explicitly teach in which a format of the transmitted information support information is in hypertext mark-up language (HTML).

Koyo teaches in which a format of the transmitted information support information is in hypertext mark-up language (HTML) (see Koyo pages 1-5). It would have been obvious to one of

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an ordinary skill in the art at the time the invention was made to provide in which a format of the transmitted information support information is in hypertext mark-up language (HTML) as taught by Koyo to the interactive retail terminal of Cohen in order to obtain a sufficient product service on-line help and to enhance a user friendly.

Claim 27 differs from claim 1 in that "a graphical user interface for selective provision of service information associated with at least one of a bearing and a seal, said graphical user interface comprising: a first interface element for entering a code associated with said at least one of a bearing and a seal (see pages 2-5); and a second interface element for selecting one of a plurality of types of service procedures for which said service information is to be provided" which read on Koyo (see pages 2-5).

Claim 28 differs from claims 1 and 27 in that "wherein said at least one of a bearing and a seal is a bearing, and said second interface element includes a link for each of a plurality of types of procedures including at least one of: a first link for providing service information associated with mounting said bearing; a second link for providing service information associated with dismounting said bearing; and a third link for providing other service information associated with said bearing" which read on Koyo (see pages 2-5).

As claims 29-30 are analyzed as previously discussed with respect to claims 27-28 above.

Regarding claim 31, Koyo discloses wherein said at least one of a bearing and a seal is a bearing, said selected one of said plurality of types of service procedures is mounting said bearing and said subfeatures associated with said additional interface elements include:

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a first link for providing service information associated with mounting said bearing on a first member; a second link for providing service information associated with mounting said bearing on a second member different from said first member; and a third link for providing service information associated with mounting said bearing on a third member different from said first and second members (see pages 2-5).

As claims 33-37 are analyzed as previously discussed with respect to claims 1-10 and 27-31 above.

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. (See PTO-892).

5. Responses to this action should be mailed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231. If applicant desires to fax a response, (703) 308-9051 may be used for formal communications or (703) 305-9724 for informal or draft communications.

Please label "PROPOSED" or "DRAFT" for informal facsimile communications. For after final responses, please label "AFTER FINAL" or "EXPEDITED PROCEDURE" on the document.

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Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive,
Arlington, VA. Sixth Floor (Receptionist).

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Cao (Kevin) Nguyen whose telephone number is (703) 305-3972. The examiner can normally be reached on Monday-Friday from 8:30 am to 6:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Cabeca, can be reached on (703) 308-3116. The fax number for this group is (703) 308-6606.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Group receptionist whose telephone number is (703) 305-3800.

CAO (KEVIN) NGUYEN
PRIMARY EXAMINER
November 29, 2003